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Emergency Plan of Action Final Report

Vanuatu: Volcano Eruption

 International Federation
of Red Cross and Red Crescent Societies

DREF operation	Operation n° MDRVU005;
Date of Issue: 10 September 2018	Glide number: VO-2017-000140-VUT
Date of disaster: 23 September 2017	
Operation start date: 25 September 2017	Operation end date: 30 March 2018
Host National Society: Vanuatu Red Cross Society	Operation budget: CHF 255,278
Number of people affected: 11,000	Number of people assisted: 11,000
N° of National Societies involved in the operation: 01	
N° of other partner organizations involved in the operation: 05 – Save the Children, CARE International, Caritas, ADRA, local NGOs (Vanuatu Christian Council)	

A. SITUATION ANALYSIS

Description of the disaster

On 23 September 2017, the Vanuatu Meteorology & Geo-hazards Department (VMGD) increased the alert level for Monaro Volcano on Ambae Island, Penama province to Level 4; a moderate eruption state. A new volcanic cone has formed within one of the two crater lakes (Manaro Vui). This alert level indicated that flying rocks and volcanic gas will affect the Red Zone – a 6.5 km radius around the volcano crater. Villages located further from the volcano's crater could expect volcanic hazards, including explosions and ash rain. There was also an increased likelihood that ash falls around the island, especially in villages exposed to the prevailing trade winds direction. As a result of the volcano's increased activities, many of the island's water sources had been contaminated through ash fall and acid rain. Acid rain caused damage to food crops and led to food and livelihood insecurity for people living on the island. At that level of activity, the VMGD had advised that the volcano's activity may increase or decrease at any time without warning.

South, West and North West Ambae experienced ash rain and smoke as a result of the increased Volcano activities. An estimated 5,500 people were initially affected; however, loud explosion and further ash rain was experienced throughout the whole island and a decision was made for mass evacuation to nearby islands Maewo, Pentecost (Penama province) and Santo (Sanma province). This then meant that the whole island population of approximately 11,000 people (based on the 2009 Census Data) was affected.

On the 22 November the VMGD had advised that the volcano's activities have decrease and reduced the level to alert level three. The government of Vanuatu has declared the state of emergency and announced the repatriation of the 11,000 people back to Ambae Island. The repatriation took seven days, 22 – 27 November 2017 for the whole people to move and settled back on the island. On 7 December 2017, the VMGD had advised the volcano alert was reduced to level two.

Summary of response

Overview of Host National Society

Vanuatu Red Cross Society (VRCS) works through one headquarters office in Port Vila and six branches covering all administrative provinces of Vanuatu (Penama, Sanma, Malampa, Torba, Tafea and Shefa). It has 34 staff based in the national office in Shefa Province and nine staff scattered in the other administrative provinces in addition to approximately 508 volunteers throughout the country.

Following its experience of Tropical Cyclone (TC) Pam in 2014, VRCS has made significant investment in developing its capacity in disaster preparedness and response. Almost 100 volunteers have received emergency response training and

stocks of emergency relief supplies are pre-positioned in six depots/warehouses throughout the country. In its recovery operation following TC Pam, VRCS focused on building the resilience of local communities to be better prepared to face future disasters. This included establishing and training community disaster committees in line with national disaster management plans. In addition, VRCS, through its auxiliary role, plays a key role in the government's disaster response plans, and together with in-country Movement partners has been sharing information and coordinating closely with the national disaster management authorities.

On 22 November 2017, VRCS have completed the following activities following an official request from the National Disaster Management Office (NDMO) and Sanma provincial government:

- Conducted the final registration on the evacuees before repatriation.
- Final distribution of NFI to the evacuees.
- Dissemination of key repatriation information plan to the evacuees.
- Head count while boarding and on arrival in Ambae.

VRCS have continued to attend Inter-agency meeting organised by the NDMO including the WASH and Gender Protection, Shelter, Logistic Clusters.

The VRCS HQ and branch Emergency Operations Centre (EOC) were closed in late December however the VRCS DM team at HQ and branch level continued to liaise and coordinate with the NDMO, provincial governments and VRCS branch on all aspects of the response.

At the end of December 2017 VRCS held a lesson learned workshop in Ambae for participants from Port Vila, Santo and Ambae. This was attended by 23 participants comprised of VRCS staffs and Volunteers, Community Disaster and Climate Change Committee (CDCCC) representatives, area counsel secretaries and the committees of the Red Cross branch on the island of Ambae.

As of the end of January, all activities with emergency response have been completed. In December to February VRCS also completed post-distribution monitoring visits beneficiary satisfactory surveys, and the arrival and dispatched of replenishments stocks to the VRCS branches in Sanma and Penama.

VRCS has recent experience implementing DREF operations, with two operations having already taken place this year responding to a dengue fever outbreak across multiple islands and a coordinated response alongside NDMO to Tropical Cyclone (TC) Donna in Torba province earlier in the year. To date, VRCS has two staffs and 15 ERT trained volunteers, five DRR volunteers, one FA ToT and five PSS ToT and Volunteers based in Penama province branch, covering the islands of Ambae, Pentecost and Maewo in the penama province.

Response in Ambae

Different cluster groups deployed to Ambae to conduct the sectoral assessment before the repatriation have returned back to Port Vila. The repatriation of the people began on the 22 October and ended on the 27 October. The volcano alert level has been reduced to alert level three by the VMGD.

As of the end of November the VRCS Wash officer and the Disaster Support have completed workshop to volunteers using the standard key messaging information to the volunteers. The volunteers have conducted and completed carrying out the awareness in selected vulnerable communities. On the first week of October, the VRCS WASH officer based at Satamata on the island of Ambae have completed the tasked and have returned to Port Vila. 30 local Volunteers from Penama province based at the VRCS Branch at Saratamata have evacuated with the population from the east and south of Ambae island to Maewo and Pentecost Islands. On authorisation by the HQ, the branch officer has taken with him NFI's from the branch and open a sub pre-position hub on the island of Pentecost.

Repatriation of the people from Ambae.

Volunteers based in Pentecost, Maewo and Santo have carried out the general preparedness awareness on the repatriation plan as requested by the provincial government. Other partners were involved as well, such as World Vision and Save the Children. Registration of evacuees and distribution of NFI's, were carried out from October to December by VRCS volunteers. Data was collected and entered and correlated in Port Vila by the DM team and shared to NDMO and other clusters.

The repatriation was completed, and the people have repatriated back to their original locations. Some households repatriated back on their freewill and resettled at their own communities on the island of Ambae. The Vanuatu government have met all costs of transportation for repatriation organised through the Penama provincial government, except for those who repatriated of their own freewill. The last people to leave were the most vulnerable and people with special needs as they stayed in close proximity to health services and the availability of resources to mobilise them. Sanma Provincial Government declared a state of emergency and activated its EOC to manage and coordinate the repatriation of people

out from Luganville, Santo. Sanma province and responding partners in Luganville, have provided a range of assistance to the people to take with them whilst repatriation. Relief assistance were also donated by the FRANZ and other partners.

Mass evacuation response off island

Date	From Warehouse location	Distributed to:	Tarpaulin	Blanket	Sleeping mat	Hygiene kit
2/10/17	VRCS Santo warehouse	Provincial Shelter Cluster	40	-	-	-
2/10/17	VRCS Santo warehouse	Mormon Church Santo (Evacuation Centre for people with special needs)	-	160	80	-
11/10/17	VRCS Santo warehouse	Northern District Hospital by Provincial Health Cluster	-	-	-	345

VRCS had mobilised its relief supplies from warehouse in Port Vila and Santo have distributed to approximately 2,007 people. The distribution date was completed and shared with NDMO and other responding partners.

Date	Distribution location	Mosquito Nets	Solar Lanterns	Tarps	Blanket	Kitchen Sets	Hygiene Kit	Jerry Can 10 L	Sleeping Mat
8/10/17	South Pentecost	163	163	163	163	163	163	326	326
9/10/17	North Pentecost	188	188	188	188	188	188	380	380
9/10/17 & 10/10/17	Maewo	218	218	190	138	218	218	346	226
TOTAL		569	569	541	489	569	569	1,052	932

These figures include distribution of the donated NFIs from FRC New Caledonia delegation, Oxfam Vanuatu under stock sharing agreement with VRCS and VRCS pre-positioned stocks from Port Vila Warehouse. The people were repatriated back even though the volcano was at Level 3 in accordance with the Vanuatu Volcano Alert Level and the question raised was how to cope with the situation. The people have shown signs of anxiety and stress. Psychosocial support was conducted by trained VRCS volunteers to the people in their communities. Health department has partner with the VRCS to implement the PSS in the communities. It was the first time VRCS was engaged in the provision of PSS intervention. A PSS delegate was deployed to Vanuatu and trained Volunteers at Sanma, Penama and Shefa branches. The PSS was conducted in the east, south, north and west of the island. The trained Volunteers have conducted and completed PSS training to the communities in south, west, north and east of Ambae.

VRCS has continued to coordinate at the national level with partners through ongoing liaison with the Provincial Government, Clusters, World Vision and Save the Children, that were on the ground after the repatriation took place to the end of December.

Overview of Red Cross Red Crescent Movement in country

VRCS has worked with IFRC and the International Committee of the Red Cross (ICRC) through their regional structures, as well as with VRCS' in-country partners, Australian Red Cross (ARC) and French Red Cross (FRC) with whom VRCS have a long-term engagement. VRCS has requested technical support from the Pacific Red Cross societies under the Peer to Peer approach, and Fiji Red Cross Society was able to offer that support. Further mentoring and PSS training support was requested and NZRC has deployed a PSS delegate to support the training of more volunteers for VRCS in Port Vila.

Due to the low capacity and timely availability of stocks from Australia and Kuala Lumpur Logistics warehouses, IFRC CCST Pacific, on the request from VRCS requested assistance from French Red Cross Chapter in New Caledonia to assist with the provision of stocks to support the operation. This support was highly appreciated and timely. These items from the French Red Cross in New Caledonia included:

- Shelter grade tarpaulins – 355 pieces
- Sleeping Mats – 460 pieces
- Mosquito Nets – 480 pieces
- Jerry Cans - 750 pieces

ARC support in-country was through financially supporting the Shelter Cluster lead with technical support from a shelter delegate provided to the Vanuatu Shelter Cluster. An in-country ARC finance delegate was also providing technical support to the VRCS in handling the finances and reporting for this operation. VRCS has coordinated the movement partner's support with assistance from the IFRC CCST Pacific office in Suva.

Overview of non-RCRC actors in country

National level

At the national level, the focus of the response has been on Ambae, where the volcano effects were continuously felt. The National Disaster Management Office (NDMO) was supporting the Provincial Government with the coordination of the response. It initially activated the National EOC and declared a state of emergency for Ambae island however the EOC has now scaled back to normal hours. The coordination has consisted of all key humanitarian actors including the Vanuatu Police Force and Vanuatu Mobile Force. This Joint Police Operation Centre (JPOC) was deployed to evacuate all people from Ambae and assisted with the repatriation of the people back on Ambae. Government has also been assisting in distributing food rations, bottled water, transportation, shelter and psychosocial support through the provincial cluster leads.

All Vanuatu humanitarian coordination groups ('clusters') were activated, and individually met for initial preparedness briefings (logistics, telecommunications, food security, health, education, shelter, and WASH). The same clusters were asked by the government to carry out rapid and technical sectorial assessments of the effects of the volcano on infrastructure while people were evacuated to the nearby islands. They were also asked to put together a clear repatriation plan and recommended actions. This plan was shared and based on the assessment findings, the COM declared people would be returned home from the 20 to 28 October.

Provincial EOCs in Penama and Sanma provinces were also activated in coordination with the National EOC. The Penama Provincial EOC was closed moved to Pentecost and opened a small EOC on the island of Pentecost and was closed down moved back during the repatriation. The EOC was then opened to coordinate the repatriation and closed down.

For the initial assessment and response, the following coordination hierarchy was put in place and remains active:

1. National Emergency Operations Centre, Port Vila;
2. Secondary on-site hub at the Provincial Emergency Operations Centre in Luganville, Santo;
3. Onsite Coordination Centre, Penama Province, East Ambae.

For the repatriation the following coordination hierarchy was put in place and remains active:

1. National Emergency Operations Centre, Port Vila;
2. Secondary on-site hub at the Provincial Emergency Operations Centre in Luganville, Santo;
3. Onsite coordination on Pentecost and Maewo.

The Vanuatu Meteorology and Geo-Hazards Department (VMGD) has undertaken aerial surveillance of the Ambae volcano with the assistance of specialists from GNS Science New Zealand. Relief items donated by the government and private sectors, were loaded and delivered to the people repatriated back based on the completed clusters Sectoral assessment conducted. Multiple shipments of immediate relief items organized by the government through private sector donations and were delivered to people displaced on Ambae before being evacuation off island and also on the island of Maewo and Pentecost.

UN Agencies supported with the deployment of technical specialists in the areas of displacement tracking, camp management, logistics and shelter coordination from IOM, WFP and IFRC. FRANZ partners supported through deployment of assets, funding and direct delivery of regional supplies. All vessels departed from Port Vila to Luganville for the repatriation. The government has received generous offers of support from many partners. NGOs have mobilized supported the repatriation process.

Provincial level

The Penama provincial government has withdrew its established based on Pentecost and arranged the movement of all staffs back to Provincial HQ on Ambae before the repatriation of the people. The Penama Provincial government immediately activated its EOC and held its operation coordination meetings and continued with the operation on the island of Ambae. The Vanuatu Mobile Force, VRCS and other organisation have stepped in to provide assistance to the working group and completed the operation. The Sanma Provincial Government was the northern hub for managing the repatriation of the people from Ambae and the operation supported the repatriation plan. Maritime movements were being coordinated by the Ports and Harbour authority with support from the NDMO Logistics Officer and the Maritime Wing of the Vanuatu Police.

Needs analysis and scenario planning

The clusters sector assessment conducted have identified the following immediate needs of the affected population before the repatriation, were water, food and volcano general awareness.

Once the affected population repatriated back to Ambae Island, the needs highlighted were mainly PSS, WASH, and Health and general awareness with key standardized messaging.

NDMO have requested support on shelter assistance, IFRC had mobilised technical support to Public Works Department (PWD) through the deployment of the CCST Pacific Shelter manager for one month. Their mission was to advise on the approach of the cluster, establishing the provision of tents as requested by the Sanma and Penama Provincial EOCs, the registration of the evacuees, as well as assisting with ongoing coordination. Since the population of Ambae has been repatriated, and no further shelter needs are foreseen on Ambae, the technical support was no longer needed beyond the month of November to the end of December 2017.



Above photos show ash fall on solar panels, food gardens and ash contaminated water sources in Ambae. (Photos: Lemau Afamasaga/IFRC)

The CCST has conducted two shelter training. One in Port Vila with a total of 18 participants and one in Santo with a total of 35 participants. With people now being repatriated, unclean facilities and compounds in the host communities were a common scene. Tents that were used to house the evacuees were being dismantled by the volunteers and taken into storage in close collaboration with the Shelter Cluster lead. Cleaning up the compounds and returning the facilities to its normal conditions were also tasks carried out by the volunteers from Penama and Sanma provinces.

The Ambae population have returned back to their homes, however some had returned back to their gardens and properties being damaged by animals (cows and pigs) while they were evacuated from the island. With the repatriation process have completed, people's needs, were based on on-site visits and assessments by VRCS, highlighted that water, food and awareness on the volcano activities were high. South and West Ambae have continued experienced considerable amount of ash fall and acid rain from the volcano, affected water sources, food and crops as well as the animals.

Some of the people who have returned to Ambae have shown signs of stress, and some were apprehensive to return to their homes for fear of potential volcanic eruption as it maintained an alert Level 3. There was an immediate need to provide psychosocial support, including psychological first aid in affected communities. The continued volcanic ashes have led to health hazards like respiratory and skin and eye irritation. Water sources in some parts of the islands were contaminated by ashes which increased the risk for water borne diseases. The situation was monitored closely by the WASH and health cluster. The Volunteers have step in immediately with other sectors conducted health promotion and disease prevention activities at identified communities using the epidemic control for volunteer's toolkit, together with other sectors such as water and sanitation

Risk Analysis

The primary risk to the operation has been the volcano unpredictable and may increase again to Level 4 or higher with eruption at any time, there was a significant safety risk for VRCS staff and volunteers on the ground in Ambae. The remote location of the affected communities and potential for adverse weather conditions to affect the:

- Ability of the assessment teams to reach all locations.
- Timely distribution of NFIs to the affected households and communities.
- The greater risk was if the ash fell and acid rain continued, people would suffer from breathing in the dust, crops damaged and the water contaminated. Explosions heard from the volcano will continue to make people panic and be stressed by the situation.

VRCS has mitigated these risks by:

- Working through pre-established disaster committees that VRCS has been training for over 10 years;
- Staff and volunteers will be provided with personal protective equipment and the volcano's activity was closely monitored through liaising with VMGD to ensure staff safety. Disseminating timely information to team leaders on the ground and VRCS staff to enable early actions to be taken by the communities who are the most affected by the volcano.
- Maintaining close coordination with local authorities.
- Using the VRCS volunteer network.

B. Operational strategy and plan

The DREF operation aimed to address 5,000 people but due to less response capacities from other responding partners, VRCS has address the needs of 11,000 people through the mobilization of relief items and surge support distribution from the VRCS HQ and Sanma branch. It sought to assist communities in addressing their immediate needs and preparing for the transition in close coordination with the public authorities, other stakeholders and partners with technical and funding support from the IFRC.

In the early stages of the response and preparation of the EPOA, initial assessment data was available for the whole island of Ambae which became the focus of the response at all level. Once completed, initial needs assessments undertaken by the Red Cross volunteers at branch level also revealed WASH, Health, Shelter, Food needs as priorities in areas affected by the volcano. Respiratory, PSS, vector-borne illness and acute watery diarrhoea were identified as priority areas to target for health. Following the request from the governments, VRCS has extended the scope of its operation to include the distribution of selected NFI's to the people those have evacuated to Luganville, Santo.

Overall Objectives

1. Assist the most affected population of the people from East, West, South and North of Ambae with the following:
 - The distribution of selected shelter relief items NFI's
 - The distribution of selected WASH NFI's
 - The distribution of kitchen sets, Mosquito nets, Sola lanterns
 - Hygiene promotion
 - The provision of clean water (VRCS roles as part of WASH clusters)
 - Provide PSS
2. Will replenish NFI's that were distributed during the response to prepare for future disaster response.

The VRCS has responded to the whole population of the Ambae island. The population reached through the VRCS response activities stands at 11,000.

Proposed strategy

All response activities have been closely coordinated and implemented with relevant stakeholders and authorities including the NDMO, Provincial government, CDCCC's PDCs, local authorities and communities.

Gender, protection and inclusion principles have been incorporated into the response through encouraging the involvement of women volunteers and ensuring vulnerable groups affected by the volcano eruption were also reached during the response. Gender protection officers from the gender and protection cluster formed part of the assessment team.

Operational support services

Human resources (HR)

The initial assessment was carried out 12 to 24 hours after the mass evacuation of the people from Ambae to the islands of Maewo, Pentecost and Santo by the VRCS ERT volunteers, area council secretaries and the CDCCC's. The assessment report was later communicated through the NDMO and the clusters which VRCS is part off. The VRCS staffs and various cluster were mobilized provided support and expertise during the initial emergency response. Assisted the implementation of the DREF operation were:

- 10 Volunteers from the HQ in Port Vila,
- 20 Volunteers from Ambae
- 75 Volunteers from Santo

In addition:

- The IFRC CCST Pacific communication manager was deployed for a period of one week to assist with coordination.
- The PSS RDRT delegate was deployed to train and coordinate the PPS response activities.
- The IFRC Pacific shelter delegate was deployed to support shelter cluster.
- Support with the planning and implementation of WASH initiatives has been provided by the French Red Cross.
- The IFRC CCST Pacific information management support was deployed and made available to assist with the operations updates and revisions of the DREF operation.

Logistics and supply chain

Logistics activities aim to effectively manage the supply chain, including, procurement, customs clearance, storage and transport to distribution sites in accordance with the operation's requirements and aligned to IFRC's logistics standards, processes and procedures.

Affected community locations in the Pentecost and Maewo Islands were difficult to access with irregular sea-shipping services and small airstrips and airplanes reaching only two domestic airports; one in Pentecost and another one in Maewo. In many cases, there were local made roads and very limited logistics infrastructure available. However, VRCS addressed these challenges by chartering a ship to distribute relief supplies as close as possible to evacuee locations in Pentecost and Maewo and worked closely with the Vanuatu logistics cluster, particularly in Santo, to identify the best solutions to reach and support affected communities.

VRCS used NFIs stored in its Port Vila and Santo warehouses. These distributed NFIs were replenished from IFRC through the Asia-Pacific Operational Logistics, Procurement and Supply Chain Management (OLPSCM) department in Kuala Lumpur and through agreement between IFRC and with Australian Red Cross to access NFIs available in Brisbane, Australia. Replenishment arrived from Brisbane to Port Vila in November 2017 and from Kuala Lumpur in February 2018. VRCS has a small logistics team and logistics volunteers – who were trained during the TC Pam operation by the IFRC logistics delegate – and provided administrative and logistics support. Furthermore, the IFRC warehouse management software Logic was implemented during the TC Pam operation and is currently in use for supply chain management within the VRCS logistics system. VRCS logisticians in Port Vila oversaw local freighting and customs clearances for the international replenishments along with the local procurement of goods and services in line with IFRC procurement procedures and processes.

The IFRC logistics delegate based in the CCST Pacific office in Suva has assisted VRCS with technical advice and in-country visit to support the arrival of the replenishment items and arrangements for their dispatch and distribution to VRCS branches, supported by the Asia-Pacific OLPSCM in KL.

Communications

During the mass evacuation, access to the host islands, Pentecost and Maewo Island telephone coverage was poor. Communication between staffs and volunteers on the field was a challenge. Phone calls to and from the IFRC office in Suva were also required for support. To provide in-country support to VRCS, the IFRC CCST Pacific communications manager based in Suva was deployed for a one-week period to work with the VRCS communications team and assist the coordination of media and communications. Through the work of the communications team, talking points were prepared to guide interviews and the consistency of messages shared with international and local media.

Throughout the operation VRCS has used social media to provide updates on the weather and disaster response for general viewers and followers of the [VRCS Facebook page](#). The [VRCS website](#) has also been used to update the public on actions taken by VRCS teams and disseminate important preparedness messages. Other communications activities include:

- The VRCS disaster coordinator was interviewed 'live' by Radio Vanuatu to provide an update on VRCS' response to volcano eruption.
- VRCS Branch Officer in Penama and Sanma provinces were interviewed by the Provincial News about the volcano eruption response in Ambae; the interview was broadcast in live and aired in news highlights throughout Vanuatu.
- A narrative overview of the response has been prepared by the VRCS disaster coordinator and for inclusion in the VRCS Annual Report and sharing with Movement partners.

Security

There have been no security issues identified in respect of this response.

Planning, monitoring, evaluation, & reporting (PMER)

The respective divisions of the VRCS headquarters in Port Vila including disaster risk management, WASH, finance and management, have guided and monitored the EPoA. Support for communications and coordination has also continued to be provided by the IFRC CCST Pacific office as needed. A lesson learned workshop was held in Ambae for VRCS staff and volunteers, CDCCC representatives and the ACS from the province in December. Post distribution monitoring visits to the affected communities and interviews with beneficiaries, volunteers and others involved in the response were conducted in November to December¹. Reporting is carried out in accordance with IFRC minimum standards.

¹ Any further information gathered during the post-distribution monitoring visits and from the beneficiary satisfaction surveys will be added as an appendix to the lessons learned workshop report.

Administration and finance

VRCS headquarters has a finance team supporting the disaster coordinator with all activities necessary to ensure the proper use of resource. The disaster coordinator was responsible for any expenditure or purchase that takes place during the operation, and resources will be utilized in accordance with standard VRCS and DREF guidelines and procedures. A finance officer from the IFRC CCST Pacific has also been made available in March to assist with monitoring and resolving any financial issues.

C. DETAILED OPERATIONAL PLAN

Early warning & emergency response preparedness

Early Warning & emergency response preparedness
<p>A completed and effective people-centred early warning system to prepare VRCS Branches and volunteers was activated on 23 September 2017. VRCS utilized volcano information from the Vanuatu Meteorology and Geo-Hazards Division of the Government of the Republic of Vanuatu.</p> <p><i>Proposed activities were:</i></p> <ol style="list-style-type: none">1 The translation of updates for Branches (roster standby team to translate and disseminate warning information).2. Disseminating warnings through social media including the VRCS Facebook page, website and Twitter.3. The use of mobile phones to maintain communication between VRCS Headquarters and Branches.
Achievements
<ul style="list-style-type: none">• VRCS has been recognised by the government as the first respondent to disaster.• IFRC and PNS have provided assistance to VRCS.• Maintained strong partnership with NDMO responding partners, provincial government and communities.• 90% of the NFI's distributed were from the VRCS warehouses in Port Vila and Santo.• Government and other responding logistic partners have understood the VRCS logistic system.• Government and VRCS have shared the logistic cost.• PERT and CERT the front line of the disaster response.• VRCS Volunteers have built and strengthen their disaster response skills and knowledge.• VRCS has used social media to provide updates on the volcano alert level and response for general views and followers of the VRCS Facebook page. The VRCS website has also been used to update the public on actions taken by VRCS team and disseminate important preparedness messages.• A narrative overview of the response has been prepared by the VRCS disaster coordinator and for inclusion in the VRCS Annual report and sharing with partners.
Challenges
<p>Communications</p> <ul style="list-style-type: none">• No internet access in the field operation center so communication with the HQ is limited.• Limited and or no telephone coverage in some of the sites.• HF Radio at HQ was not working therefore it is hard to transmit and receive information from the field operation team at Pentecost and Maewo islands. <p>Provincial level Operations and coordination's</p> <ul style="list-style-type: none">• Communication breakdown during the operations (especially in Ambae), thus Provoking Dissemination of Early Warnings.
Lessons Learned
<p>Communications</p> <ul style="list-style-type: none">• Good communication and early warning and early action were being provided Between the Branch office and VRCS HQ staffs.• Host islands communities have CDCCCs in place.• Communities on the island of Ambae were being trained in DRR thus having a better coordination with the Red Cross branch and the provincial government.

- Relocation of the vulnerable groups and communities to host communities of the island of Ambae was successful due to a lot of awareness to the communities.
- Information flow was through the area council secretary thus avoiding duplication and misinformation.
- Early warning to Red Cross Volunteers and Community disaster and climate change Committee was good and was given out in advance thus communities were prepared and many moves to safe communities on island and off islands allocated by the government, provincial government and CDCCC.
- Update of report to NDMO and VRCS was made available in a clear manner.
- Early warning system was passed down to the last person via the Red Cross network and CDCCC network.

Communication

- Short-wave radio used for initial communication.
- Information dissemination via Facebook and relatives calling families also a very good practice to disseminate message with preparedness measures.

Partnership

- NDMO (Gov.), Ministry Agriculture and Food and Security, Water Resources and Police.

Support.

- IFRC, FRC, ARC, NZRC and VRCS.

Quality Programming / Areas Common to all Sectors

Needs assessment

Achievements

Maewo Island

Initial needs assessments were undertaken in Maewo Islands over 1-4 October 2017 by an NDMO led multi stakeholder rapid assessment and WASH intervention team consisting of representatives from the NDMO, Vanuatu Police Force, VRCS, gender and protection cluster, food security cluster, shelter cluster and WASH cluster. The assessments identified a total of 216 households requiring assistance. However, based on VRCS knowledge and experience in the area and the VRCS have the exact number of households in the house communities. An NDMO led Detailed Sector Assessment (DSA) was also conducted over the same period in partnership with the VRCS and other stakeholders.

The results of this assessment were made available and shared at the time with relevant partners. The national level focus has been at time, was on Maewo, Pentecost and Santo. The NDMO has provided some funding for the Provincial Governments of the other affected islands to conduct needs assessments. However, due to the low capacity of the NDMO, which caused some delay in receiving data from the field to confirm the number of affected households and needs, VRCS data was used to verify the figures.

In Santo, assessment teams were divided per the responding Agencies and the Municipal ward councils of Luganville, Santo. The assessment identified a total of 2,307 households which requiring assistance. Initial needs assessments began on 1 October 2017 and were completed on 4 October 2017. 50 VRCS volunteers from the VRCS branch in Santo and 15 in Ambae branch have participated in the assessments, distributions of NFI's & food, erected of tents and tarpaulins, ongoing monitoring of evacuation centers. In Pentecost, initial needs assessments were undertaken by the VRCS and ACS and CDCCC over 04 October 2017. Seven VRCS volunteers from the VRCS branch in Ambae have participated in the assessments. The assessment identified 387 households requiring assistance. On 22 November 2017, the VMGD advised that the volcano's activities have decreased and reduced the Level 2. The Government of Vanuatu announced the repatriation of the 11,000 people back to Ambae Island. The repatriation took seven days from 22 to 27 November 2017 for the whole people to move back and settled on their island. The VRCS staffs and Volunteers from Sanma and Penama Red Cross Branch have prepared and assisted the people to repatriate back to Ambae.

Post distribution monitoring, beneficiary satisfaction surveys and lessons learned workshop, post-distribution monitoring visits and beneficiary satisfaction surveys were completed in coordination with the VRCS branch officers and volunteers in each island, due to the remote location of most the affected communities on the island of Pentecost. A lessons' learned workshop was held in Ambae for VRCS staff, ERT volunteers, and the ACS or a representative of the Provincial Disaster Committee, from each of the affected provinces at the completion of the operation. Bringing together key people who have been involved in the response will be important for sharing and learning from each other's experiences and challenges, increasing coordination, information sharing and peer support amongst the northern VRCS branches, and agreeing ways to improve future disaster responses and interventions.

Challenges

National Level:

Operation and Coordination

- Unstable Statistics for House Hold and from the Provincial government.
- Reception was not good.
- Weather - Strong wind and rough sea.
- Satellite phone was not working for both NDMO and VRCS.
- Communication breakdown between the NEOC and PEOC.
- Cluster working on their own agenda, confusing field reports.
- Long meetings in National Cluster meetings – counter-productive.

Logistics

- Delayed of shipment and distribution was done directly to the Affected areas rather than going to drop of points as per planned.
- NFI's from the government were not well distributed and recorded.
- NDMO demanded more from VRCS.

Provincial Level:

Operations and Coordination's

- Finance was limited at EOC for distribution.
- Damaged to infrastructure.
- People neglect cyclone alerts and warnings.
- CDCCC are weak and in some communities, there is no CDCCC.
- No proper evacuation centres.

Lessons Learned

Areas for improvement and proposed way forward:

National Level

- It was identified through the lesson learn workshop that capacity building atn HQ, provincial branch and community level in - assessment training, EOC management, safe house management, and shelter training is very important, and should be taken into consideration during the Preparedness Phase before any disaster strikes.
- Secondly, since volunteers are the core implementers in any VRCS action, it is very important to have proper recruitment procedures in place and also recognition of their service to keep them motivated to continue their support to the VRCS to alleviate human suffering without a desire of gain.
- Thirdly, it was clear that there was a need for more awareness to the Vanuatu Government to clarify the VRCS role as an auxiliary to the government.
- Furthermore, more disaster preparedness activities to communities are needed in the whole country to make sure that people are resilient to disaster and thus minimize the risks of any hazards.

Provincial Level

- Small fundraising that was in place to maintain safe centres and emergency kits used by the CDCCC to manage safe houses.

Emergency Funding

Provinces to have emergency funding in place for future operations and support is requested to assist the setting up of a capital for the emergency fund. Therefore, branches need to fundraise and set up emergency fund in place and HQ is to provide support to the branch to support the setup of branch emergency operations.

Safety and Security

Safety and security equipment to be made available in all branches so it will make it safer for officers and volunteers to be deployed to field and also up-skilled the ERT trainings to also include provincial governments especially the provincial disaster committee i.e. protective mask, life jackets, satellite phones, life insurance, first aid kit, and a standard emergency kit in place for all branches. Therefore, up-skilling the ERT to PERT and also include provincial disaster committee (Information management and analysis included, shelter training and shelter in emergency training included, safety and security workshop also included). Additionally, upon these training, each VRCS branch and provincial committee to be provided with safety equipment, standard emergency tool kits.

Best Practice

- Community response plan and family disaster plan in place making it easier to evacuate people to respectful safe house that was identified.
- Early warning systems help people to prepare before disaster occurs especially in the island of Ambae.
- Setting up of CDCCC makes it easier to communicate with Red Cross and NDMO or area council secretary and provincial committee.
- ERT and DRR training (all eight steps) to volunteers and CDCCC was very helpful.
- Hazard awareness was very helpful.
- Red Cross visibility and Red Cross awareness reduce political interference.
- Mobilization of active volunteer.
- Good partnership with NDMO.
- Bottom-up approach was a very effective way.
- Top-down approach only for early warning system and early preparedness is effective.
- Community profile and updated conduct list in place was a very good practice.
- Warehouse in place and preposition stock in place before disaster was really a good practice as it provides the capacities to VRCS to respond in a timely and effective manner.
- VRCS EOC operation procedures in place.
- CDCCC community response plan and family disaster plan.

Health and Care

Outcome 4: The immediate risks to the health of affected populations are reduced	Outputs		% of achievement
	Output 4.1 Community-based disease prevention and health promotion is provided to the target population. Output 4.2 Epidemic prevention and control measures carried out.		100%
Activities	Is implementation on time?		% progress (estimate)
	Yes (x)	No (x)	
Carry out surveillance in collaboration with MOH in the high-risk areas	X		100%
Disseminating health messages to the population of Ambae on prevention of respiratory problems, dengue and skin and eye infection.	X		100%
Carry out clean up campaigns in the host evacuation centers in Pentecost Maewo and Santo	X		100%
Referral of serious cases to hospital	X		100%
Orientation of volunteers and staff on prevention of respiratory illness and other potential health hazards	X		100%
Indicators:		Target	Actual
n° of people reached by community-based health activities		5,500	4,560

Progress towards outcomes

The target activities under the health component have been completed, a narrative may be seen below:

Clean up campaigns in the host evacuation centers

The clean-up campaigns were completed in Santo. There were 54 main evacuation Centers that had hosted over 4000 people from Ambae. In each of these Communities Red Cross had worked with the Shelter Cluster to set up over 700 Tents. During the repatriation of evacuees to Ambae on the 29th of October 2017, the Vanuatu Red Cross Volunteers had revisited the evacuation sites and engaged volunteers to clean up and dismantled tents. The clean-up campaign was completed on the 29 November 2017 having engaged 32 volunteers who washed, cleaned, and packed tents and rubbish left behind. The Rubbish if left behind unattended could have become breeding grounds for mosquitos and rodents which carry diseases such as dengue and leptospirosis.



Above Left: Cleanup campaign Santo showing volunteers dismantling some of the tents. (Photo: VRCS)

Above Right: Cleanup campaign showing some of the left-over tents. (Photo: VRCS)

Disseminating health messages to the population of Ambae on prevention of respiratory problems, dengue and skin and eye infection

The epidemic control tool kit together with hygiene promotion materials were utilized alongside contextualized volcano health and preparedness awareness. This awareness included health and hygiene as well as ways to prevent diseases such as dengue – this was utilized as a support to the mosquito nets provided and also supported by the cleanup campaign after evacuees repatriated to prevent the area becoming mosquito breeding sites. First aid training was also provided to volunteers in Ambae to further assist in prevention and management of watery diarrhea, respiratory, skin and eye infections. This supported the ECV. A total of 38 volunteers from Ambae were trained in first aid during October 2017 were 29 male and 9 female participated.



First aid training delivered by VRCS staff for volunteers and community members in Ambae. (Photo: Esline Moli/VRCS)

1,000 volcano health and safety kits were locally procured as a part of this DREF to combat the increased cases of respiratory illness, diarrhea, and eye infections as flagged in MoH health surveillance data. The volcano healthy and safety kit contents were selected in collaboration with local provincial health authorities in accordance with surveillance visit data. The kits were targeted towards north and west Ambae which were most highly affected by ash fall. Distribution was not covered under this report. The kits were aimed at one per household and contained the following items:

- 1 X plastic storage box with handles.
- 2 X ORS sachets suitable for one liter each (1400 pieces donated by MoH central medical stores).
- 1 X protective goggles.
- 1 X 80 pieces baby wipes pack.
- 9 X low grade dust mask.
- 1 X superior filter grade dust mask (for those with Asthma or respiratory distress).
- 1 X acid rain water filtration guide with pictures in Bislama language.
- 1 X first aid luk luk quick guide (in bislama with photos and illustration as explanations).
- 1 X health and hygiene booklet containing poster with photos showing recommended use of volcano health and safety kit, also containing hygiene promotion, diarrhea prevention and ORS use posters.



Volcano health and safety kit contents. (Photo: VRCS)

Health surveillance in collaboration with MOH in the high-risk areas

Between 26 February to 3 March 2018, VRCS health coordinator undertook a health surveillance visit with the MoH surveillance coordinator where the on-the-ground team made up of nurses, health works and aid post staff in Ambae focusing on west, north and south areas of Ambae.

The surveillance visit was proceeded with the training for VRCS volunteers in collaboration with MoH provincial community nurses and health workers using the Epidemic Control for Volunteers (ECV) tool kit, hygiene promotion, first aid demonstration, water testing and the MoH event-based surveillance guidelines and tools. Each VRCS volunteer was linked with a MoH counterpart to strengthen the connection, relationships and referral pathways between community health status, VRCS volunteer network and the existing health care system. ECV tool kit and other materials were handed to the

Ambae on-site surveillance team to assist them to carry out health awareness activities during their daily lives. A total of two VRCS HQ staff, one MoH National staff, six VRCS volunteers and 10 health care workers and nurses from Ambae were engaged in the surveillance visit and training sessions.



Above left: VRCS Health Coordinator undertaking a key informant interview in a Village West Ambae. (Photo: VRCS)



Above right: Remnants of the ashfall which was increased the level of the ground considerably west Ambae. (Photo: VRCS)



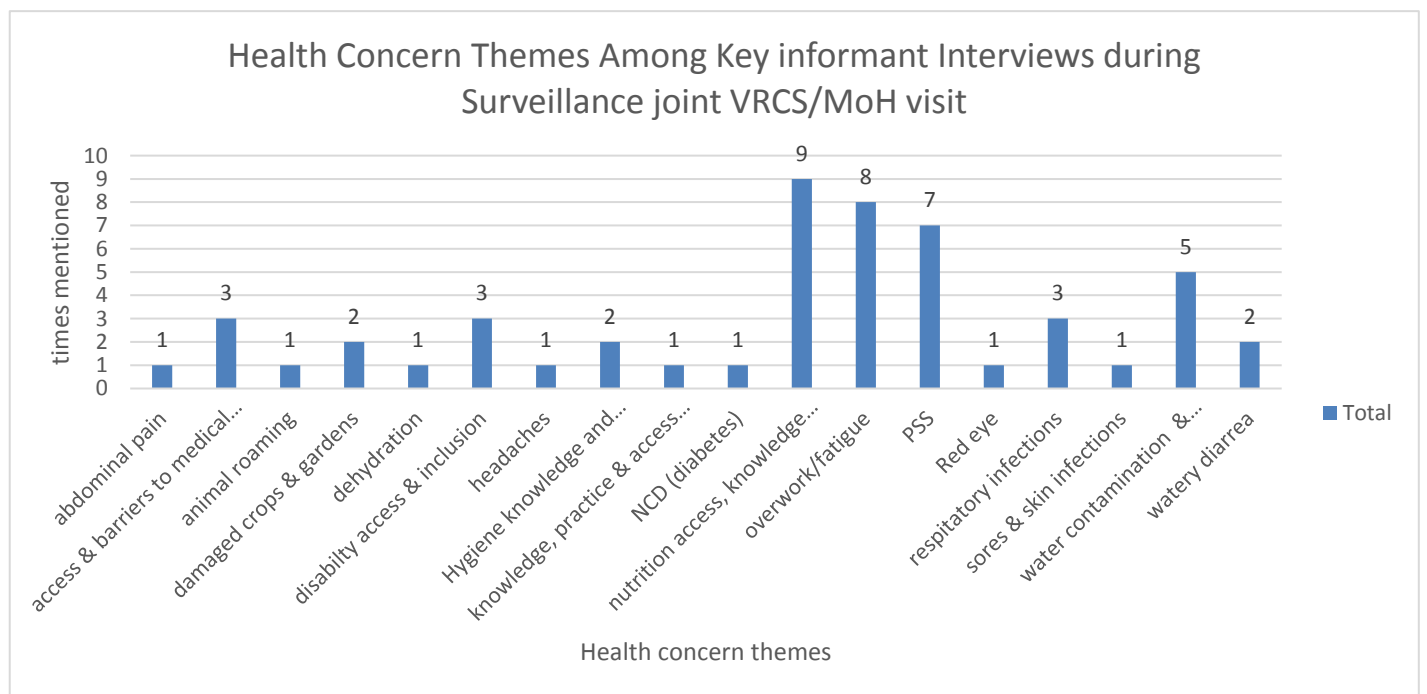
Above left: Health surveillance training including ECV tool kit, health and WASH activities as well as the MoH surveillance guideline. VRCS Ambae volunteers and provincial health staff were all involved. (Photo: VRCS)

Above right: The health surveillance team in West Ambae from February - March 2018. (Photo: VRCS)

The health surveillance visits were focused on South, North and West Ambae, with observation reports, key informant interviews and assessment forms being utilized to support the visits. The health surveillance visits uncovered health concerns among the populations and potential underlying causes such as water quality. Psychosocial issues, nutrition, inclusion, fatigue, diarrhea, respiratory conditions and sores/skin infection were flagged as key themes for affected populations with west and north Ambae most affected at the time. The most vulnerable groups to look out for were children under 5 years, pregnant women, people with disabilities, the elderly and those with existing chronic illnesses. Interventions undertaken as a result of that joint surveillance visits included the development of a volcano safety pack which targeted the management and prevention of diarrhea, respiratory conditions and skins infections. The contents of the kit are shown in a photo above. The kit was jointly supported by MoH & VRCS – MoH provided the majority of the ORS for the kits also approving the kits contents under the MoH.

Observations from the surveillance visit saw that ash fall in the west areas had been quite heavy with large deposits observed in Ambae western community Lo-one, with community members showing were that land had been built up considerably over time. Community members also noted how their livelihoods and use of garden food crops had severely reduced since the volcano had increased activity. Noting at how carefree their life was previously compared to now.

The Ministry of Health surveillance system also picked up increasing cases of diarrhea in west and north Ambae in early to late February 2019, as well as significant increases in respiratory illness.



Referral of serious cases to hospital

Referrals of serious cases were seen in response to both medical and psychosocial cases. Regularly psychosocial cases were in response to welfare and livelihood concerns such as loss of food crops or lack of NFIs. Where a referral was often made to various departments in order to assist with the resolution of those concerns rather than just through social supports. Various referrals were mainly for welfare related concerns and people not having access to the correct information which tended to assist them psychosocially and it often got to the roots of problems through the departments they were referred to. Referrals were often made to NDMO, hospitals (for physical as well as psychosomatic symptoms usually that had been left unexplained by earlier medical visits – more so in women than in men), agriculture (for information regarding livestock health and loss).

Referral cases			
Location	Welfare cases	Health cases	List Places referred
South Ambae	71	13	NDMO, Health Centres, Dept. Agriculture, VRCS, ADRA, DEPT Education
North Ambae	-	-	-
West Ambae	30	2	NDMO, Health Centres, Dept. Agriculture, VRCS, ADRA, DEPT Education
East Ambae	-	-	-
Total	101	15	116

Orientation of volunteers and staff on prevention of respiratory illness and other potential health hazards

Staff and volunteers were briefed before and after each field visit on the health risks which were related to the volcano. Masks and glasses were recommended. First aid kits were utilized with all distribution teams (three in total).

Outcome 5: The immediate emotional risks of affected population, and VRCS personnel are reduced.	Outputs		% of achievement
	Output 5.1: Psychosocial support provided to the target population and the VRCS volunteers and staff working on the response.		100%
Activities	Is implementation on time?		% progress (estimate)
	Yes (x)	No (x)	
Deployment of PSS Peer to Peer Support	X		100%
PSS support sessions for communities' volunteers and staff	X		100%
Training a fresh pool of PSS volunteers to further support the repatriation of people to Ambae to manage and cope well with stress from the impacts of the volcano	X		100%
Referral of serious cases to services providers for follow up where needed	X		100%
Indicators:		Target	Actual
n° of community people reached by psychosocial support		5500	4,116
n° of volunteers/ staff reached through psychosocial support		20	94
n° of volunteers/ staff reached by training		30	94

Achievements:

Deployment of PSS Peer to Peer Support

A peer-to-peer support surge officer, from Fiji Red Cross Society was deployed to VRCS from 13 October 2017 to 11 November 2017. The first activities supported by the peer-to-peer support was the PSS training delivered to VRCS volunteers and staff. The PSS support surge officer undertook several field trips to Ambae, Pentecost and Maewo with VRCS staff and volunteers. This considerably built the capacity of VRCS local staff and volunteers.

PSS support sessions for communities' volunteers and staff

PSS support sessions with communities were held in conjunction with PSS community awareness activities. Data can be seen below:

Pss Awareness and Support Activity Details				
Location	Male	Female	Total people reached	Total households reached
West Ambae	391	365	756	161
South Ambae	944	871	1,815	386
North Ambae	378	326	724	186
East Ambae	634	631	1,265	300

Training a fresh pool of PSS volunteers to further support the repatriation of people to Ambae to manage and cope well with stress from the impacts of the volcano

PFA/PSS Awareness training was undertaken in VRCS National Office for 2 days supported by PSS delegate from NZRC. These training involved 30 staffs and volunteers of VRCS. The training covered topics such as;

- What is PFA and Psychosocial support?
- Who is it for and what it isn't for?
- What causes distress
- 5 elements of PFA
- Look, Listen, link
- How to do PFA with role plays and practice.

Similar training was conducted in Ambae and Sanma branch. Please refer to table below for reference:

PFA/PSS awareness training with Vanuatu Red Cross Society	
Location	Number of VRCS staffs & volunteers
Pentecost Island	7
Efate Island (HQ Port Villa)	30
Ambae Island	21
Santo Island	34
TOTAL	92

Disaggregated data between volunteers, staff and gender was not available at the time of this report for the complete number. The available disaggregated data has been provided below (note that this does not cover the full number trained as per the above table, disaggregated data was not collected for all trainings):

Location	female volunteers	Male volunteers	volunteer total	female staff	Male staff	total staff	total
HQ Shefa Province	8	7	15	5	5	12	27
Pentecost	0	4	4	0	0	0	4
Ambae	5	13	18	0	1	1	19
Total	13	24	37	5	6	13	50

Referral of serious cases to services providers for follow up where needed

Referral of PSS cases can be seen in the table below. Cases were referred to other agencies such as the NDMO, churches and Department of Agriculture (for concerns about livestock) as required.

Referral cases for PSS	
Location	PSS Referrals
South Ambae	84
North Ambae	-
West Ambae	32
East Ambae	-
Total	116



Above left: FRCS PSS surge support officer briefing VRCS volunteers on implementation of PSS activities. (Photo: VRCS)



Above right: People of South Pentecost line the shoreline of Pagi Village to the boat bidding farewell people from Ambae who have been with them for the past 3-4 weeks. (Photo: Henry Jackson/VRCS)

Achievements

Communities and Provincial Governments gave very positive feedback to VRCS regarding the PSS support provided to communities from Ambae.

Challenges

Challenges were often linked to communication difficulties and also that there was not a very strong PSS specific referral network. The Hospitals were not often equipped to deal with a huge amount of PSS issues.

Lessons learned

There is a need to partner more with MoH in regard to PSS and share knowledge and skills. In the future it would be beneficial to work out a clearer referral process for beneficiaries. Tools and activities should be implemented into PSS activities to assist in addressing some of the short-term PSS struggles.

Water, Sanitation and Hygiene Promotion

Needs analysis: It was anticipated that the displaced population, living in overcrowded conditions, will require assistance in regard to hygiene – specifically hygiene kits and awareness raising activities to prevent the spread of illness. In the current dry season, supply of clean and safe drinking water is another anticipated need, especially due to contamination of many water sources from acid rain and ash fall. Adequate sanitation is likely to be an issue with displaced populations placing a significant strain on existing facilities in host communities both on Ambae and at the evacuation sites on Maewo and Pentecost. 250 jerry cans of 10 liters capacity with clean water filled at VRCS headquarters in Port Vila, with additional 200 20 liters filled water containers were dispatched for the evacuees in Ambae. However, in Pentecost and Maewo there are gravity fed system (GFS) sources available for water supply. VRCS stands ready to assess further needs with the support of its partners should the need arise in the new evacuation sites.

Population to be assisted: VRCS targeted 3,500 displaced people in East Ambae and their host communities (population approximately 2,000 people). VRCS planned to continue to assist the East Ambae population of 5,500 people that were being evacuated to Maewo and Pentecost.

Outcome 2: Immediate reduction in risk of waterborne and water related diseases in targeted communities.	Outputs		% of achievement
	Output 2.1: Hygiene promotion activities provided to target population Output 2.2 WASH (NFIs) are provided to the target population		100%
Activities	Is implementation on time?		% progress (estimate)
	Yes (x)	No (x)	
Deployment of WASH team to Ambae	x		100%
Deployment of WASH team to Maewo and Pentecost	x		100%
Printing of WASH IEC materials	x		100%
Training/refresher for local volunteers in hygiene promotion	x		100%
Hygiene promotion activities at evacuation centres and host communities in Ambae	x		100%
Hygiene promotion activities at evacuation centres and host communities in Maewo and Pentecost	x		100%
Distribution of hygiene kits	x		100%
Distribution of jerry cans	x		100%
Provide awareness sessions at distribution sites (before distribution) on recommended usage of WASH NFIs	x		100%
Replenishment of WASH NFIs	x		50%
Distribution of WASH kits for establishing adequate sanitation facilities	x		0%
Indicators:	Target	Actual	
n° of people reached by hygiene promotion activities	11,000	10,392	94%
n° of HHs provided with WASH NFIs	700	634	91%
Progress towards outcomes			
<p>Up to 250 jerry cans (10 liters volume) with clean water filled at VRCS headquarters in Port Vila, with additional 200 (20 liters volume) filled water containers were dispatched for the evacuees in Ambae. These were distributed by the WASH cluster on-island and benefitted approximately 1,600 people. However, in Pentecost and Maewo there are gravity fed system (GFS) sources available for water supply.</p> <p>To support key WASH activities on the ground in Ambae, the WASH team from HQ was deployed for five days. In their visit to Ambae the team managed to carry out:</p> <ul style="list-style-type: none"> Dissemination of 1,000 hygiene promotion IEC materials and reached 10,392 people through hygiene promotion in mass gathering in Ambae, Pentecost, Maewo and Santo. Advocated for WASH cluster to continue addressing the WASH needs in three WASH cluster meetings, and four coordination meetings held by the Penama EOC (PEOC). Distributed WASH NFIs (hygiene kits, jerry cans and mosquito nets) to 634 HHs (2,007 people) in the evacuation centres in East Ambae, including the evacuees to Pentecost and Maewo. <p>WASH team in Santo have assisted the provincial government and WASH cluster to conduct hygiene kits distribution to a total of 8,385 people (based on geographical-dashboard-of-Ambae-displacement published-18 October report) who were hosted in the 86 evacuation centres in Luganville. 377 hygiene kits were distributed to evacuation centres through the health cluster. One of the evacuation centres was hosting 81 people (29 men, 52 women) with special needs (people with disabilities and elderly).</p>			

Hygiene promotion carried out in these evacuation centers by the volunteers were highlighting good hygiene practices, preserving water and hand washing through the translated ECV and hygiene IEC promotion materials produced in previous disasters.

Training/refresher for local volunteers in hygiene promotion were carried out before the volunteers were deployed. The refresher was conducted by the VRCS WASH Officer. 71 (31 women, 40 men) volunteers were refreshed on key messages on hygiene promotion.

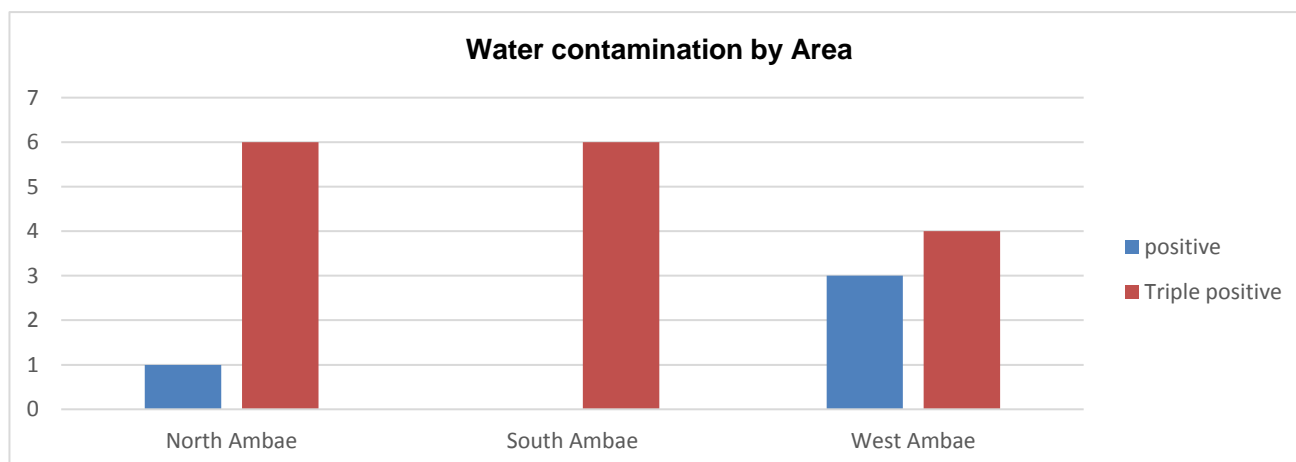
WASH NFIs were distributed to the evacuees in Maewo, Pentecost and Santo. The table below shows the summary of these NFI distribution. Hygiene kits distributed were IFRC standard supply. Original plans included the distribution of WASH kits to assist in the construction of sanitation facilities in the evacuation sites, this activity was not carried out due to time constraints.

NFIs	Amount per HH	Ambae	Pentecost	Maewo	Santo
Hygiene kits	1	-	351	218	377
Jerry cans (10L collapsible)	2	250	706	346	0
Jerry Cans (20L collapsible)	1	200	-	-	-
Mosquito nets	2	-	351	218	0

Demonstration briefings on the correct use of the NFIs were carried out by the volunteers during distribution. These demonstration briefings were to ensure that the NFIs distributed do no further harm to the beneficiaries due to lack of translated information on the proper use of these NFIs. VRCS were very low on some of the WASH NFIs. Discussions on where these can be sought from immediately identified that some had to be purchased locally and others to be procured internationally. However, under the shared resources approach with key stakeholders such as Oxfam Vanuatu and donation from French Red Cross chapter in New Caledonia, these needs were met. Therefore, the numbers of the WASH NFIs needed to be replenished have been revised from amount planned and budgeted for. The revised replenishment for these NFIs are highlighted in the table below.

NFIs	VRCS Port Vila stock dispatched 25 Sept -7 Oct	Stock returned from field (to Santo warehouse) 11 Oct	VRCS Santo stock dispatched 1-12 Oct	Total VRCS items distributed 25 Sept - 12 Oct (excluding donations)
Mosquito net	444	314	-	130
Jerry can 10L	800	300	-	500
Jerry can 20L	365	160	-	205
Hygiene kit	322	130	377	537

Water Sensitivity and Positivity water testing was carried out in conjunction with the VRCS MoH collaborative surveillance visit which showed positive results (positive meaning that it tested positive for containing faecal coliforms) in all 11 communities tested. Outcomes of the areas of testing can be seen in the graph below and show the vulnerability communities experience in regard to quality water which may have impacts on health through outbreaks of diarrhoea particularly in children under age five elderly, pregnant women and those with chronic diseases. The below graph shows the level of contamination in various areas. With triple positive showing a very high level of contamination and positive meaning generally contaminated.



Achievements

During the planning of activities particularly the MoH VRCS collaborative surveillance visit, VRCS participated in health and WASH cluster meetings and managed to develop a strong working relationship between two clusters. VRCS health coordinator recommended to both clusters that there should be a representative from each cluster attending both meetings at all times to allow for better sharing of information between two clusters that are closely interrelated. This has made coordination of activities and delivery of NFIs easier.

Partnering with MoH health surveillance and provincial nurses with support of Department of Water Resources (DoWR) was beneficial as technical capacity was increased and these departments' efforts on the field are also increased through the VRCS volunteer network.

This was also very beneficial in that partnering was instrumental to preventing duplication of awareness activities and support on the field. Combining ECV, hygiene, WASH and health surveillance was also very beneficial as all are interrelated and interdependent of each other when it comes to improving health outcomes and preventing outbreaks in the field. This approach made things flow and a greater level of cooperation in communities as it was helpful for community members to be able to make connection not only between activities but also connections with Vanuatu real life examples.

The VRCS volunteers on the field who were partnered with nurses on the field now have greater relationships and opportunities for future mentoring through this relationship. This not only improves the capacity of volunteers on the ground but also the extent to which health referral can reach right into the heart of vulnerable affected communities and individuals. Nurses also expressed their appreciation for this extra reach into communities through VRCS volunteers and their appreciation of VRCS volunteer health/hygiene and awareness. This strengthens the work of both parties considerably.

Overall on ECV, hygiene support and volcano safety awareness information were disseminated to 4,560 people. 38 volunteers were trained in first aid and now have the capacity to respond to first aid emergencies. VRCS volunteers are now partnered with provincial nurses and health workers within the emergency surveillance system which assists in the early detection of outbreaks and triggers and awareness response directly into communities.

Challenges

This was the first time that VRCS partnered with the Health Surveillance Unit – although the partnership was very beneficial – there were considerable challenges in ensuring every area in Ambae was reached by nurses and VRCS volunteers who had been trained in health surveillance. Communication is an issue and there is a need for a live real-time link to health surveillance data reported from volunteers located in communities themselves. Reporting is a major challenge. There is a need for a community or household specific health assessment/surveillance form as currently this is targeted towards health facilities which makes it irrelevant when carrying out community health surveillance.

Lessons learned

- Needs to ensure close collaboration between MOH, DOWR, VRCS throughout to ensure a join response less duplication. This can be achieved through better coordination with the cluster system.
- A new household/community health assessment form should be developed and utilized in future operations as at the moment it's focused on just health facilities.
- ECV, first aid, and WASH activities must be incorporated and not standalone activities so that communities understand its interrelationship.
- Health surveillance SMS messaging for reporting of illness outbreaks could be utilized in future responses to get health surveillance data transmitted more easily and in real-time. This would be to assist in early detection of disease.

Shelter and Settlements

Needs analysis: Initial damage assessment data prepared by VRCS on October indicated a total of 636 houses in Pentecost and Maewo needed distribution of shelter kits and or NFI's as a result of volcano eruption.

Population assisted: *Pentecost and Maewo islands*

In accordance with the Vanuatu Shelter Cluster Response Plan for Ambae volcano eruption on 27 September 2017 which was drafted following the Vanuatu shelter cluster meeting on that same day:

- VRCS carried out the first round of distributions of shelter relief items and NFIs to evacuated families in Pentecost and Maewo.
- The shelter cluster recommended carrying out a blanket distribution (distribution to 100 per cent of the island's population), of shelter relief items and NFIs. This recommendation also considered the remoteness of the islands, the high cost of transportation, and ineffectiveness of emergency shelter NFIs if they are received too late, i.e. if delivered during a second-round of distributions due to needs not being met during the first round. Considering the challenges and high cost associated with transporting tools and materials, (which are considerably larger challenges for communities in both islands even during peacetime), blanket coverage during the first distribution was considered of significant benefit to the community.

Achievements

Pentecost and Maewo Islands

Initial shelter needs assessments were undertaken over 28-30 September 2017 by the ACS, VRCS and NDMO led multi stakeholder rapid assessment and WASH intervention team. Information from these assessments was used to determine the response which comprised a blanket distribution of shelter relief items and NFIs to all affected households in Maewo and Pentecost.

The distributions were initiated by VRCS chartered cargo ships from Port Vila and completed using banana boats and local transport within Maewo and Pentecost Islands. Teams of three (VRCS volunteers, and the ACS or a focal point for the community) accompanied the relief items and NFIs on the banana boats to facilitate the distributions. The teams were trained by the VRCS in advance of their initial departure so that they could conduct awareness sessions on the recommended use of the shelter relief items and NFIs at the time of distribution. One shelter tool kit and two tarpaulins were provided to destroyed households and one tarpaulin to damaged households. In addition, to ensure that the proposed shelter relief items and NFIs were appropriate for the affected communities, two sample shelter tool kits, tarpaulins and kitchen kits were sent with the first assessment team for discussion with the beneficiaries before distribution. The following provides a summary of Shelter relief items and NFIs dispatched and distributed in Maewo and Pentecost Islands by VRCS chartered boat from Port Vila.

Pentecost and Maewo

The following table summarises the Shelter relief items and NFIs identified for distribution to the affected households of Maewo and Pentecost Islands. More details data can be found in the linked spreadsheet.

Island/area	Total population	Total households	Blanket	Hygiene kits	Jerry cans	Kitchen sets	Mosquito nets	Sleeping mat	Shelter toolkits	Solar lanterns	Tarpaulins	Sharing kit
South Pentecost	631	161	322	161	322	161	322	322	161	161	161	17
North Pentecost	736	184	368	184	368	184	368	368	184	184	184	40
Maewo	640	289	578	289	578	289	578	578	289	289	289	16
Total	2,007	634	1,268	634	1,268	634	1,268	1,268	634	634	634	73



Copy of Pentecost And Maewo Data.xlsx

Distribution figures for shelter relief items and NFIs distributed in Pentecost and Maewo provided by the VRCS branch officers and volunteers.

Challenges

Late shipments and late distribution of tarpaulin to communities due to late shipments and rough seas making it impossible for banana boats to distribute the items on time.

Lessons learned

- Well-coordinated response through the VRCS ERT volunteer network in communities and province and also good working relationship with ACS thus making distribution and Assessment easier.
- Good and timely support from the Shelter Cluster in providing the data and analysis on time although there is delay in shipments.
- NFIs Preposition in Each Stock is a Good practice as it makes Distribution Timely and effective.

D. THE BUDGET

The DREF operation sought CHF 255,278 of which total expenditure recorded was CHF 227,536 (89.1 per cent), leaving a balance of CHF 27,742.18. The overall budget has been underspent by CHF 27,742 which is equivalent of 10.87 per cent of the budget and will be returned to the DREF pot.

The relief items and constructions supplies were underspent mainly due to the fact that DFAT directly support the Santo evacuees with additional NFIs. Additionally, French Red Cross flew additional NFI's to Pentecost islands in bilateral cooperation. Therefore, those budget lines were underspent as there were less needs to replenish.

Since there was less transportation of NFIs than expected, the logistics, transports and storage budget lines were also underspent. The government also provided some free transportation to some volunteers and NFIs which reduced some of expenses in this line.

The other budget line group that saw important variances is the personnel line. Since the initial evacuation was initially planned only for Ambae, but due to the fact, that the people were evacuated to new locations in Santo, this required an extension of the timeframe DREF as well as an additional team of volunteers. For this reason, the personnel budget line was overspent from about 50 per cent due to longer time of mobilization of volunteers and additional number of them.

These same volunteers also proceed to a clean-up campaign and additional WASH activities, which also prompt to overspend the WASH budget line.

It is noted that no budget top up was requested but no budget revision was either made. This happened during challenging time for Vanuatu Red Cross as their finance manager left the organization and reporting the acquittals on time were delayed and the financial reconciliations were not noted until later. Therefore, the CCST will consider for the next operation to crosscheck the human resources capacities and provide surge deployments if necessary also for support functions.

Details of the expenditure are outlined in the attached final financial report.

Reference documents



Click here for:

- [DREF Operation](#)
- [Return to title page](#)

Contact information

For further information specifically related to this operation please contact:

In Vanuatu Red Cross Society

- Jaqueline De Gaillande, chief executive officer; phone: (678) 27258; email: ceo@redcrossvanuatu.com

In IFRC country cluster support team (CCST) in Suva

- Lemau Afamasaga, disaster preparedness manager; phone: (679) 999 2470; email: lemau.afamasaga@ifrc.org
- Hanna Butler, communication manager; phone: (679) 998 0166; hanna.butler@ifrc.org
- Kathryn Clarkson, head of CCST; phone: (679) 999 2485; kathryn.clarkson@ifrc.org

In IFRC Asia Pacific regional office in Kuala Lumpur; phone: +603 9207 5700

- Martin Faller, deputy regional director; email: martin.faller@ifrc.org
- Necephor Mghendi, head of DCPRR; email: necephor.mghendi@ifrc.org
- Mathieu Léonard, operations coordinator; email: mathieu.leonard@ifrc.org
- Riku Ässämäki, regional logistics coordinator; email: riku.assamaki@ifrc.org

- Rosemarie North, regional communications manager; email: rosemarie.north@ifrc.org
- Sophia Keri, resource mobilization in emergencies coordinator; email: sophia.keri@ifrc.org
- Liew Siew Hui, PMER manager; email: siewhui.liew@ifrc.org

In IFRC Geneva

- Nelson Castano, manager operations coordination; email: nelson.castano@ifrc.org

How we work

All IFRC assistance seeks to adhere to the Code of Conduct for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief and the Humanitarian Charter and Minimum Standards in Disaster Response (Sphere) in delivering assistance to the most vulnerable.

The IFRC's vision is to inspire, encourage, facilitate and promote at all times all forms of humanitarian activities by National Societies, with a view to preventing and alleviating human suffering, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

The IFRC's work is guided by Strategy 2020 which puts forward three strategic aims:



Save lives,
protect livelihoods,
and strengthen recovery
from disaster and crises.



Enable **healthy**
and **safe** living.



Promote **social inclusion**
and a culture of
non-violence and **peace**.

Disaster Response Financial Report

MDRVU005 - Vanuatu - Volcano Eruption

Timeframe: 29 Sep 17 to 31 Mar 18

Appeal Launch Date: 29 Sep 17

Interim Report

Selected Parameters

Reporting Timeframe	2017/9-2018/6	Programme	MDRVU005
Budget Timeframe	2017/9-2018/3	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

I. Funding

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
A. Budget			255,278			255,278	
B. Opening Balance							
Income							
<u>Other Income</u>							
<i>DREF Allocations</i>			255,278			255,278	
C4. Other Income			255,278			255,278	
C. Total Income = SUM(C1..C4)			255,278			255,278	
D. Total Funding = B + C			255,278			255,278	

* Funding source data based on information provided by the donor

II. Movement of Funds

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
B. Opening Balance							
C. Income			255,278			255,278	
E. Expenditure			-227,536			-227,536	
F. Closing Balance = (B + C + E)			27,742			27,742	

Disaster Response Financial Report

MDRVU005 - Vanuatu - Volcano Eruption

Timeframe: 29 Sep 17 to 31 Mar 18

Appeal Launch Date: 29 Sep 17

Interim Report

Selected Parameters

Reporting Timeframe	2017/9-2018/6	Programme	MDRVU005
Budget Timeframe	2017/9-2018/3	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

III. Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability		
	A					B	A - B	
BUDGET (C)				255,278			255,278	
Relief items, Construction, Supplies								
Shelter - Relief	28,608			15,827		15,827	12,782	
Clothing & Textiles	38,495			16,698		16,698	21,797	
Water, Sanitation & Hygiene	22,149			33,355		33,355	-11,206	
Medical & First Aid				92		92	-92	
Teaching Materials	1,379			1,347		1,347	32	
Utensils & Tools	38,570			11,597		11,597	26,972	
Other Supplies & Services	20,218			14,730		14,730	5,488	
Total Relief items, Construction, Sup	149,419			93,646		93,646	55,773	
Logistics, Transport & Storage								
Storage	1,011			3,682		3,682	-2,671	
Distribution & Monitoring	34,317			24,409		24,409	9,908	
Transport & Vehicles Costs	6,663			6,113		6,113	549	
Logistics Services	7,363			3,694		3,694	3,669	
Total Logistics, Transport & Storage	49,354			37,899		37,899	11,455	
Personnel								
National Society Staff	17,921			26,052		26,052	-8,132	
Volunteers	14,259			19,717		19,717	-5,458	
Other Staff Benefits				2,133		2,133	-2,133	
Total Personnel	32,179			47,902		47,902	-15,723	
Workshops & Training								
Workshops & Training	184			10,884		10,884	-10,701	
Total Workshops & Training	184			10,884		10,884	-10,701	
General Expenditure								
Travel	7,000			17,673		17,673	-10,673	
Information & Public Relations				730		730	-730	
Office Costs	919			2,320		2,320	-1,401	
Communications	643			2,363		2,363	-1,720	
Financial Charges				231		231	-231	
Total General Expenditure	8,562			23,317		23,317	-14,755	
Indirect Costs								
Programme & Services Support Recove	15,580			13,887		13,887	1,693	
Total Indirect Costs	15,580			13,887		13,887	1,693	
TOTAL EXPENDITURE (D)	255,278			227,536		227,536	27,743	
VARIANCE (C - D)				27,743		27,743		

Disaster Response Financial Report**MDRVU005 - Vanuatu - Volcano Eruption**

Timeframe: 29 Sep 17 to 31 Mar 18

Appeal Launch Date: 29 Sep 17

Interim Report

Selected Parameters

Reporting Timeframe	2017/9-2018/6	Programme	MDRVU005
Budget Timeframe	2017/9-2018/3	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

IV. Breakdown by subsector

Business Line / Sub-sector	Budget	Opening Balance	Income	Funding	Expenditure	Closing Balance	Deferred Income
BL3 - Strengthen RC/RC contribution to development							
Disaster risk reduction	255,278		255,278	255,278	227,536	27,742	
Subtotal BL3	255,278		255,278	255,278	227,536	27,742	
GRAND TOTAL	255,278		255,278	255,278	227,536	27,742	